

receiving, by the second device, the first information which has been transmitted;
determining, by the second device, [a protocol identifier] second information
utilized by the first device, wherein the second information is a first portion of the first
information;

parsing, by the second device, a second portion of the first information transmitted
by the first device using the [protocol identifier] second information which has been
determined, wherein the second portion is different from the first portion; and
diagnosing a condition of the first device by the second device using the
[information] second portion which has been parsed.

38. (Twice Amended) A method according to claim 37, [wherein the protocol
identifier is included in the transmitted information, the method] further comprising the step
of:

determining, by the second device, a device identification for the first device.

42. (Twice Amended) A method according to claim 37, further comprising the step
of:

controlling the first device by the second device by transmitting control information
from the first device to the second device using the [protocol identifier] second information
which has been determined.

43. (Twice Amended) A system for remotely diagnosing devices, comprising:

a first device which is remotely diagnosed, including:

means for transmitting first information through a communication channel;

a second device for performing a remote diagnosis of the first device, including:

means for receiving the first information which has been transmitted by the

first device;

means for determining [a protocol identifier] second information utilized by the first device, wherein the second information is a first portion of the first information;

means for parsing a second portion of the first information transmitted by the first device using the [protocol identifier] second information which has been determined; and

means for diagnosing a condition of the first device by the second device using the [information] second portion which has been parsed.

44. (Twice Amended) A system according to claim 43, wherein [the protocol identifier is included in the transmitted information, and] the second device further comprises:

means for determining a device identification for the first device.

48. (Twice Amended) A system according to claim 43, wherein the second device further comprises:

means for controlling the first device by the second device by transmitting control information from the first device to the second device using the [protocol identifier] second information which has been determined.

71. (Amended) A method according to claim [49] 70, wherein the step of determining, by the second device, the header format of data further comprises:

determining, by the second device, the header format of data contained in the device identification for the first device by selecting the header format of data from a protocol identifier data base.

73. (Amended) A method according to claim [51] 72, wherein the means for

determining the header format of data further comprises:

means determining the header format of data contained in the device identification for the first device by selecting the header format of data from a protocol identifier data base.

74. (Amended) A program product for diagnosing a first device by a second device, the program product including a storage medium embodying instructions for causing the second device to perform the steps of:

receiving first information which has been transmitted from the first device through a communication channel;

determining [a protocol identifier] second information utilized by the first device, wherein the second information is a first portion of the first information;

parsing a second portion of the first information transmitted by the first device using the [protocol identifier] second information which has been determined, wherein the second portion is different from the first portion; and

diagnosing a condition of the first device using the [information] second portion which has been parsed.

75. (Amended) A program product according to claim [53] 74, wherein [the protocol identifier is included in the transmitted information, and] the instructions further cause the second device to perform the step of:

determining a device identification for the first device.

76. (Amended) A program product according to claim [54] 75, wherein the instructions further cause the second device to perform the step of: